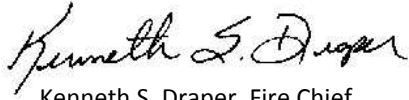
	MARTINSVILLE FIRE & EMS Standard Administrative Guideline	
	SAG NUMBER:	100.023
	SUBJECT:	Fire Quality Management Program
	REVISION DATE:	Not Applicable
	EFFECTIVE DATE:	May 19, 2009
	SIGNATURE OF APPROVAL:	 Kenneth S. Draper, Fire Chief

I. Purpose:

The Martinsville Fire & EMS Department recognizes its responsibility to ensure the delivery of optimal fire suppression and customer service to the citizens of the City of Martinsville and surrounding areas of Henry County. To achieve this goal, the department shall implement a Quality Management Program designed to objectively, systematically and continuously monitor, assess and improve the quality and appropriateness of the National Fire Incident Reporting System (NFIRS) incident reports completed by department personnel after an incident has occurred.

The criteria used to determine the quality of NFIRS incident reports includes, but is not limited to, the following:

- A. Department policies and procedures
- B. NFIRS reporting system
- C. Virginia Fire Incident Reporting System (VFIRS) reporting system
- D. Commonwealth of Virginia Rules and Regulations
- E. Virginia Department of Fire Programs (VDFP)
- F. Community accepted standards of response and customer service

The intention of the NFIRS Quality Management Program is to be a cooperative working arrangement. The primary goal of the program is to enhance the post incident reporting completed by department personnel. The presumption is made that persons involved desire to perform well. The program will assist personnel by recognizing their accomplishments and identifying areas for continued growth and development.

The goals of the NFIRS Quality Management Program are to:

- A. Provide an effective and efficient means of identifying potential and actual problems in the reporting and documentation of an incident.
- B. Ensure department standards for documenting/recording responding apparatus and personnel on NFIRS incident reports are met.

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- C. Accumulate accurate data for evaluation to identify department, community, or service wide trends regarding incident response procedures.
- D. Serve as a process for researching and implementing corrective action for personnel, individually or service wide, who demonstrate actual or potential knowledge / skill deficiency.
- E. Provide input for the development of in-service training based on identification of trends and future needs.

II. Scope:

This SAG applies to all department personnel.

III. Responsibility:

All department personnel are responsible for the guidelines contained in this SAG. A committee consisting of the shift Lieutenants, chaired by a Fire Captain, under direction of the Deputy Fire Chief, shall implement and monitor the department's NFIRS Quality Management Program. Ultimately, the Deputy Fire Chief, and/or his appointees, shall be responsible for enforcement of this SAG.

IV. Guideline:

A. Quality Management (QM) Committee

- 1) The department's QM committee shall consist of one Fire Captain, the Lieutenant from each Operations Division Shift, and the Deputy Chief.
- 2) The committee shall be chaired by a designated Fire Captain, who is responsible for the monthly and yearly incident reporting.
- 3) The committee shall meet on a quarterly basis, within the first month of a new quarter, on a mutually agreed upon date and time.
- 4) The committee shall document all aspects of their activity, to include, but not limited to the following:
 - a. Meeting dates and times
 - b. Issues discussed
 - c. Resolutions and/or performance improvement plans
 - d. NFIRS reporting

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- 5) The committee shall keep and maintain confidentially of information, as to victims involved, at all times. A written statement of confidentiality shall be developed by the QM committee and signed by all committee members, and placed in their department personnel file.

B. Continuing Education & Skill Maintenance

- 1) Department personnel shall be required to attend a NFIRS incident reporting system training session at a minimum of yearly to maintain their readiness to properly complete a NFIRS report.
- 2) Department Officers shall be required to demonstrate proficiency of entering a NFIRS report.

C. NFIRS Report Evaluation

- 1) The QM committee shall evaluate department NFIRS reports as follows:
 - a. Each Operations Division Shift QM member shall evaluate all of the preceding shift (i.e., A-Shift QM member evaluates B-Shift NFIRS, B-Shift QM member evaluates C-Shift NFIRS, etc.).
 - b. NFIRS are evaluated for, but not limited to:
 - Completeness of information (i.e., all areas completely filled out, adequate narrative, etc.)
 - Adherence to department standard operating guidelines
 - When applicable, that the ICS worksheet was utilized and attached to NFIRS
 - Appropriate strategies and tactics performed by appropriate personnel
 - Mutual Aid (received and given)
 - Public Service Calls
 - Proper documentation of apparatus and personnel response
 - Correct identification of types of calls, i.e. false alarm, system malfunction
 - Property value and loss
- 2) Each Shift QM member shall maintain documentation of their NFIRS evaluation findings. This information will then be put into report form, with copies placed in committee meeting minutes and then forwarded to the department Deputy Chief for review. These reports shall be completed on a quarterly basis.
- 3) The department Fire Chief/or Deputy Chief may also randomly submit NFIRS to the QM committee for review, in addition to those noted above.

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D. NFIRS Quality Management (QM) Initiative

- 1) The QM committee shall institute a continuous QM initiative aimed at improving the quality of NFIRS reporting and the documentation of incidents through the following:
 - a. Each Operations Division Shift QM member shall review their NFIRS evaluation findings with the preceding shift (i.e., A-Shift QM member reviews NFIRS findings with B-Shift, B-Shift QM member reviews NFIRS findings with C-Shift, etc.).
 - b. The Shift QM member then shall review the findings with the appropriate personnel on their shift and provide positive remediation and/or training, addressing any noted deficiencies. The report errors shall be corrected by the person who initially entered the report. The Shift QM member shall maintain documentation of any remediation and/or training provided to personnel. This information will then be put into report form, with copies placed in committee meeting minutes and then forwarded to the Deputy Chief for review. These reports shall be completed on a quarterly basis.
 - c. The QM committee shall also review all invalid incident reports returned through NFIRS/VFIRS, or the VDFP. The appropriate Shift QM member then shall review the findings with the appropriate personnel on their shift and provide positive remediation and/or training, addressing any noted deficiencies. The report errors shall be corrected by the person who initially entered the report, and then resubmitted to the appropriate agency. The Shift QM member shall maintain documentation of any remediation and/or training provided to personnel. This information will then be put into report form, with copies placed in committee meeting minutes and then forwarded to the Deputy Chief for review. These reports shall be included in the quarterly reports to the Deputy Fire Chief.
 - d. Any NFIRS reports with major procedural and/or customer service issues, and NFIRS from personnel who repeatedly make errors (i.e., poor documentation) shall be reviewed by the Deputy Chief. The Deputy Chief will evaluate the report and determine if there is a need for corrective action, in the form of a performance improvement plan.

E. Performance Improvement Plan (PIP)

- 1) The Deputy Chief, based on the severity or frequency of the noted deficiency, may develop and issue a PIP to personnel. The Deputy Chief shall maintain documentation of any PIP issued to personnel, to include verification of the personnel's completion of the PIP requirements. This information will then be put into report form, with copies placed in committee meeting minutes. These reports shall be completed on a quarterly.
- 2) In the event the noted deficiency is a serious violation of department standard operating guidelines, the Deputy Chief shall include a recommendation for the PIP for the individual.
- 3) PIPs may include, but are not limited to the following:
 - a. Timeframe for the completion of PIP

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b. Remedial continuing education and/or skill competency training

c. Review of department standard operating guidelines

- 4) After a PIP has been developed, it shall be issued to the individual in the presence of the provider's Assistant Chief and or Deputy Chief. The Deputy Chief, and/or his appointees, shall monitor the individual's progress in completing the PIP.
- 5) Failure to satisfactorily complete the requirements of the issued PIP may result in further disciplinary action, as outlined in department policies and procedures and/or the current edition of the City of Martinsville Employee Handbook.

F. Enhanced 9-1-1 Statistical Data Analysis

- 1) The Martinsville/Henry County Communications Center utilizes an enhanced 9-1-1 and computer aided dispatch (CAD) system capable of generating statistical data on all fire incidents. Statistical data can be requested for review by the department's Deputy Chief, and then may be presented to the Fire Chief, department personnel, City appointed and elected officials, etc., as needed. The 9-1-1 system provides statistical information including, but not limited to, response times, incident time of day, peak times, total call time, and mutual aid.